



## Position Description

# Business Continuity Administrator

*Note: the aim of this position description is to provide a contextual explanation of the role and as such will not be a full list of tasks and duties that an incumbent may reasonably be expected to perform.*

<b>Location</b>	Auckland
<b>Reports to</b>	Senior Administrator
<b>Staff reporting to role</b>	Nil

### Organisation Objective

Mahitahi and Kainga Trusts are not-for profit organisations whose purpose is to assist people in their desire to regain mental wellness through the delivery of an integrated set of services (for example, health, social, education, employment, and housing) based on nga Tikanga Maori (Maori cultural beliefs and practices).

### Purpose of Position

To provide full proactive administrative and receptionist support to Mahitahi and Kainga Trust including any clerical services in order to ensure effective and efficient operations of Mahitahi and Kainga Trust

### Key Relationships

- The CEO
- Director of Integrated Health Services
- Director of Finance and Operations
- Director of Ukaipo & Tikanga
- Director of Organisational Performance
- Executive Assistant to the CEO
- Senior Administrator
- Executive Management Team
- Mahitahi and Kainga Trust Kaimahi
- Tangata Whaiora and their Whanau
- Kaumatua and Kaitiaki Maori
- Suppliers/ Contractors
- CMDHB/ADHB /MSD stakeholders
- Relevant regulatory and government bodies, including MOH, DHBs
- The Board (if required).
- All Manuhiri to the Head Office

KEY RESPONSIBILITIES	PERFORMANCE INDICATORS	EXPECTED OUTCOMES
<b>Reception</b>	<ul style="list-style-type: none"> <li>• To be an Ambassador of First Impressions</li> <li>• To perform reception duties in an efficient, professional and courteous manner – Ensure all visitors to offices are received in a friendly and professional manner, that they sign the visitors’ book and are issued with Visitor badges</li> <li>• On a daily basis sort and prioritise the incoming and outgoing mail</li> <li>• Screen telephone calls for the Chief Executive and Executive team and answer all appropriate queries only forwarding to them necessary calls</li> </ul>	<ul style="list-style-type: none"> <li>• the reception area is manned at all times between the hours of operation</li> <li>• calls into the Organisation are answered within 3 rings and are directed to the appropriate person with minimal both callers and Manuhiri are greeting warmly, professionally and have their requirements met with minimal delay</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Work as part of the Business Continuity team to provide administration services for the organisation, as directed</li> <li>• Provide the in-office linkage between the management team and other stakeholders including the trustees, external providers, the DHB and MOH</li> <li>• Provide refreshments as organised for in-house meetings</li> <li>• Liaise and support other administration and support staff within Mahitahi Trust as directed</li> <li>• To provide support to the purchasing reconciliation process</li> <li>• Ensure the car pool system and all its functions are managed appropriately and with minimal disruption to service provision.</li> <li>• Maintain confidentiality of documentation and information</li> <li>• Aid efficient communication</li> <li>• To work as part of the Mahitahi Business Continuity team promoting and supporting quality Mental Health services in our community</li> <li>• Support and assist any other duties as required by the General Manager Finance and Operations.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure administration functions are fulfilled, in the absence of other administration staff and as directed</li> <li>• files, documents, other support materials and resources appropriate to the office are well organised</li> <li>• Support the Business Continuity team to develop processes to ensure the CEO and Executive Team meet all Trust information and administration requirements</li> <li>• Ensure the offices are stocked with stationery and other supplies</li> <li>• Ensure that the office and other facilities are well maintained</li> <li>• information is appropriately disseminated throughout the organisation as required</li> <li>• Ensure that the office and other facilities are well maintained and that the office and other systems work effectively.</li> <li>• perform the needs of “job tasks” accurately and within acceptable timeframes</li> </ul>

<p><b>Service Delivery Specific Support</b></p>	<ul style="list-style-type: none"> <li>• Service Delivery Specific Support</li> <li>• Weekly collation of Argus speed reporting</li> <li>• Support the management of the class registration for Te Oho Mauri</li> </ul>	<ul style="list-style-type: none"> <li>• Tasks completed within duration required to the satisfaction of the Director of Finance and Operations and relevant Managers</li> <li>• Tasks are completed on time and accurately</li> <li>• Written work is of a professional standard and meets the standards of organisational policies</li> <li>• Communication regarding absences in a timely and clear manner</li> <li>• Periodic checks carried out and documented to the satisfaction of the Director of Finance and Operations and relevant Managers</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Assists with active communication with stakeholders, internal and external, and identifies changes in the communities Mahitahi serves</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders are informed, knowledge of changes in the communities Mahitahi serves are evident.</li> </ul>
<p><b>Relationship Management</b></p>	<ul style="list-style-type: none"> <li>• Establishes and maintains successful working relationships and collaborative arrangements with stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• The organisation's profile is enhanced. External stakeholders' knowledge and perception of Mahitahi is sustained and enhanced.</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Identifies and acts on any potential risks, crises or issues associated with Kaimahi, Whaiora, service delivery, colleagues or within Mahitahi property</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates risk awareness (including Health and Safety), plans to mitigate any potential problems and refers these to the Director of Finance and Operations.</li> </ul>
<p><b>Other Duties</b></p>	<ul style="list-style-type: none"> <li>• Carries out all agreed and relevant duties as requested by the Employer.</li> </ul>	<ul style="list-style-type: none"> <li>• Other work is undertaken and completed. Commitment and flexibility are demonstrated. Processes of innovation and development are fully functional, effective and efficient.</li> </ul>

## **Tikanga/Cultural Competency**

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### **Accountability and Expected Target**

- Understanding of Te Reo Māori me ona Tikanga Māori
- Acknowledge and incorporate Mahitahi Trust's eight Pou into all areas of day to day duties and responsibilities
- Display a willingness to work positively with organisational strategies to improve health outcomes for Māori
- Affinity to working with Kaimahi, Tangata Whaiora and Whanau
- Contribute to an inclusive learning environment that acknowledges uniqueness as part of the whole

## **Health, Safety and Security**

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### **Accountability and Expected Target**

- Meet health and safety obligations for the business, ensuring personal safety in differing work environments for all employees and contractors
- Provide active input to all Health and Safety meetings, processes and practices
- Undertake all work in a safe manner and follow all company and workplace Health and Safety procedures
- Follow procedures in relation to the correct operation of equipment and the use of PPE (Personal Protective Equipment) when required
- Adhere to the Health and Safety policies and procedures of Mahitahi Trust at all times
- Accurately report incidents and accidents within 24 hours of an incident occurring

## **Quality Assurance**

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### **Accountability and Expected Target**

- Work with Mahitahi Trust to define and implement strategies to support continuous quality improvement for the organisation, Tangata Whaiora and the team
- Actively participate in and contribute to internal and external quality improvement activities as required.
- Educate / inform according to best practice guidelines and training
- Work closely with Mahitahi Trust to identify opportunities for continuous quality improvement in the delivery of services
- Actively contribute to continuous quality improvement activities ensuring that Tangata Whaiora and Whanau needs are met and exceed their expectations
- Adhere to the Policies and Procedures of the Organisation at all times
- Contribute to the organisations Tikanga Best Practice Guidelines (policies and procedures)

## **Smoke Free NZ 2025**

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### **Accountability and Expected Target**

- Actively and positively promote smoke-free initiatives
- Comply with the Smoke Free Environment policy at all times
- Complete and keep up to date any and/all Smoking Cessation training as required

# Person Specification

## Business Continuity Administrator

### Essential Qualifications and Experience

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The Business Continuity Administrator is required to provide full proactive administrative and receptionist supports as required by the organisation. The Business Continuity Administrator would ideally have some knowledge in Microsoft Office programmes, hold a Certificate in Customer Services, such as NZMA Certificate or proven experience in administrative processes and have demonstrated competence in using Office technology and systems.

### Essential Skills and Competencies

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- Proven time management skills
- Well organised and disciplined in approach to work
- Can multi-task efficiently
- Consistently thinks ahead and resolves problems before they arise, problem solving skills
- Confidentiality and discretion
- Strong interpersonal skills and being pleasant and friendly
- Service delivery, people-centered and customer service focused
- Flexible and adaptable in style
- Ability to work under pressure
- Possess sound relationship management skills including a demonstrated ability to establish and maintain effective relationships with a wide range of stakeholders
- Excellent oral and written communications skills

### Miscellaneous

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- Demonstrate flexibility and willingness to adapt to change as a result of changes and development within the wider Health sector
- Other duties reasonably within the capability of the employee may also be required from time to time. The employee's duties may be altered following consultation with the employee

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_